DAMAGE CLAIMS

Project Goals

- Recovery For Damages To State Property
- Put Charges Where They Belong
- Accountability For The Responsible Party
- Post Revenue Where It Belongs

Damage Process

- **Creation Of The Customer Master**
- **Capture All Related Cost**
- **Creation Of The Sales Order**
  - **(Sales Order ties the customer master, expenditure & invoice together)**
- **Creation Of The Billing Document**
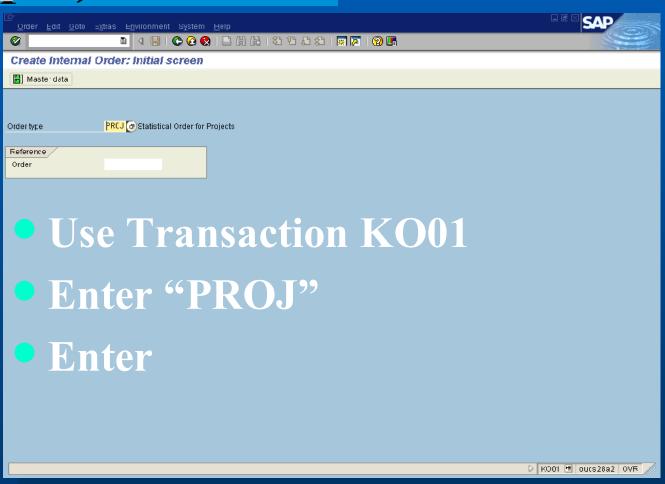- **Invoicing & Posting Payment**

IM Requirements

- **Capturing Repair Costs On A Statistical Internal Orders**

- **Statistical Order Maintenance**

- **Getting The Information To The Business Officers**

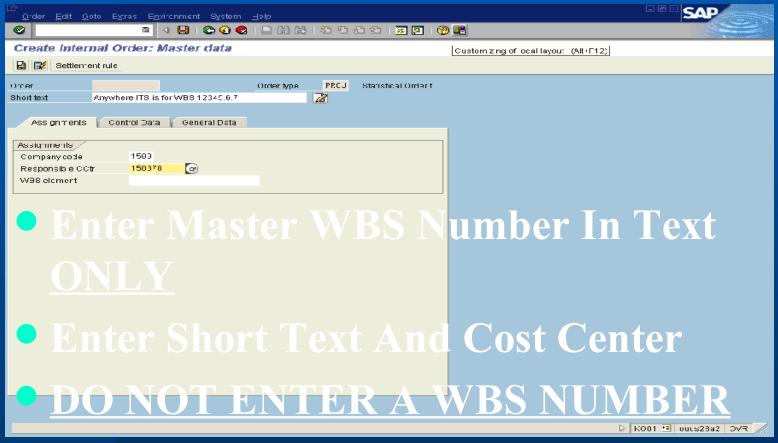- **Get Copy Of The Police Report (IM Individual responding to incident)**

Statistical Internal Orders

- **Local Maintenance (can be created by Engineers and Dept. Heads)**

- **Isolation of Cost**

- **Used With WBS Number (WBS To Be Determined)**

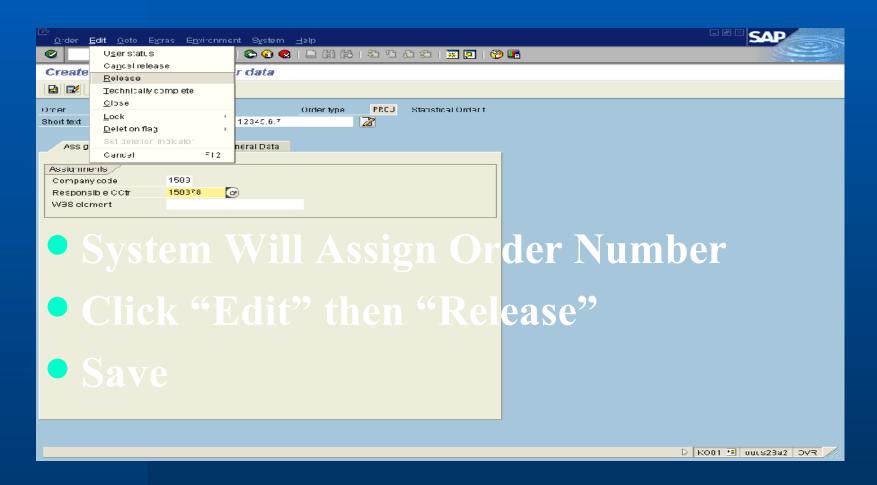- **Can Be Closed At Anytime**

Creation Of Statistical Order (step 1)

- **Use Transaction KO01**
- **Enter "PROJ"**
- **Enter**

Creation Of Statistical Order (step 2)

- **Enter Master WBS Number In Text ONLY**
- **Enter Short Text And Cost Center**
- **DO NOT ENTER A WBS NUMBER**
- **Save**

Creation Of Statistical Order (step 3)

- **System Will Assign Order Number**
- **Click "Edit" then "Release"**
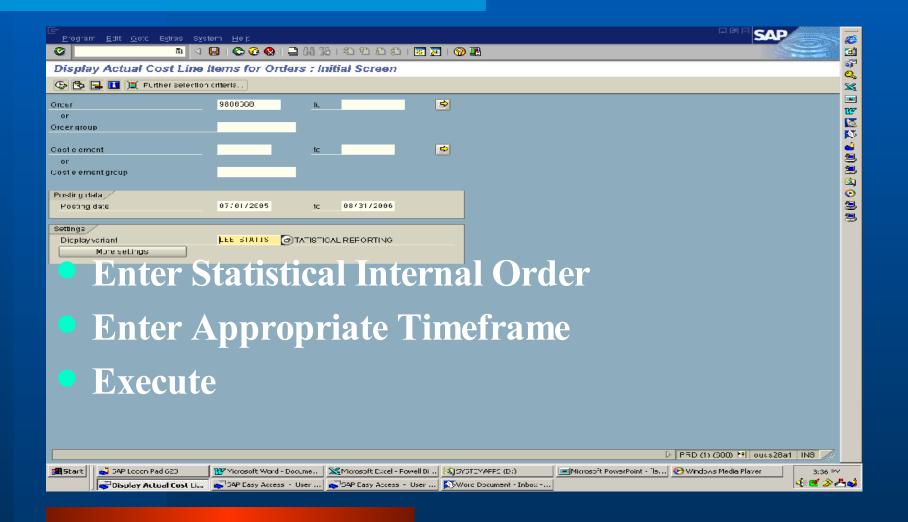- **Save**

Viewing/Printing Statistical Internal Order Details

- **Enter Transaction "S_ALR_87012999"**
  - *(May need to change layout to include transaction "Aux. Acct assignment_1")*
- **Enter Statistical Internal Order**
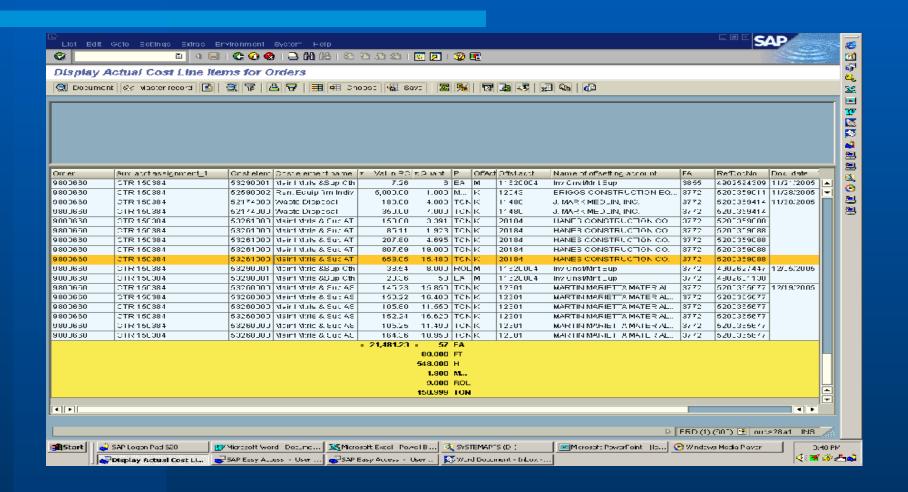- **Enter Timeframe For Incident**
- **Execute** (performed by IM)

Transaction "S_ALR_87012999"

Details - Transaction "KO01"

- **Enter Statistical Internal Order**
- **Enter Appropriate Timeframe**
- **Execute**

Details

Needed For Billing

- **Use the S_ALR_87012999 To Get Totals For:**
- **Labor Costs**
- **Material Cost**
- **Equipment Rental**

- **(Data Entry Needs The Total For Each Line)**

Billing

- **Make Sure That Data Entry Know Who The Responsible Party Is On The Police Report**

- **Up To Four Different Individuals Can Be Entered On Each Report**

Ready to Bill

- **Print Details Of The Statistical Internal Order**

- **Attach To Police Report**

- **Forward To Data Entry**

- **Normal Damage Claims Procedures Will Apply At This Point**

STATE OF NORTH CAROLINA

DEPARTMENT OF TRANSPORTATION

MICHAEL F. EASLEY
GOVERNOR

LYNDO TIPPETT
SECRETARY

Invoice

Bill To:

Mr.

Ralph Everett

PO Box 245

West Paris ME 04289

Order Information

Customer Number:	33290
Invoice Number:	90154691
Purchase Order #:	098 I-095 B 15
Purchase Order Date:	05/18/2005
Sales Order Number:	143832
Payment Terms:	Net due 30 days
Billing Date:	07/27/2006
Due Date:	08/26/2006

Remit To:

North Carolina Department of Transportation
Fiscal Section - Accounts Receivable Unit
1514 Mail Service Center
Raleigh, North Carolina 27699-1514

Contact Person:	Melinda Neighbors
Phone:	919-733-3624
Fax:	919-715-8718
Internet:	mneighbors@dot.state.nc.us

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Invoice Details

Item	Description	Quantity	Unit Price	Amount
0010	PRIMARY BRIDGE DAMAGE - LABOR	1 EA	28,815.74	28,815.74
0020	PRIMARY BRIDGE DAMAGE - EQUIPMENT	1 EA	17,189.73	17,189.73
0030	PRIMARY BRIDGE DAMAGE - MATERIALS	1 EA	566.05	566.05
	Total Amount Due			$ 46,571.52

Copy of Insurance Company Letter

Customer Cover Letter

Print Preview for P868 Page 00001 of 00001

DEPARTMENT OF TRANSPORTATION

MICHAEL F. EASLEY
GOVERNOR

LYNDO TIPPETT
SECRETARY

Ralph Everett
PO Box 245
West Paris ME 04289

Date: 08/16/2006

Customer Number: 33290
Invoice Number: 90154691

On 05/18/2005, your vehicle, driven by, **Ralph Everett**, was involved in an accident and is responsible for **$46,571.52**, in damages to state property. Repair of this damage will be made in order to continue to protect all citizens on our North Carolina Highways. We have also mailed this information to **State Farm**.

Effective January 1, 2006, the North Carolina Department of Transportation will begin charging a late penalty fee of 10% of the unpaid balance on all outstanding invoices. The late penalty charge is a one time charge. In addition to the late penalty, interest charges will accrue at a rate of 9% of the unpaid balance. Interest will be accrued monthly thereafter until the invoice has been cleared. Please make every effort to clear up the unpaid debt to avoid additional cost. These charges will be applied to all invoices that are 30 days or more pastdue. You are receiving this letter as a courtesy and it also indicates that you currently have outstanding invoices with the Department of Transportation that may be subject to the late penalties and interest charges. The interest will be calculated from the originating date of the invoice.

You may call Melinda Neighbors, at 919-733-3624, extension 465 for inquiries on your particular invoice. All unpaid invoices are subject to referral to the North Carolina Attorney General's Office, collection agencies and/or DMV for driver's license revocation until the debt is settled.

Thank you for your prompt attention to this matter.

Collection Rates

	Invoiced	Collected	Percentage
2004	$4,386,793.52	$4,025,670.30	91.76%
2005	$4,292,740.86	$3,908,742.76	91.05%
2006	$5,459,064.46	$5,619,868.48	102.94%